

3 1761 09632621 0

JANUARY — MARCH
1980



RETURN TO BASEMENT

Ontario Dental Nurses & Assistants Association



Digitized by the Internet Archive
in 2026 with funding from
University of Toronto

<https://archive.org/details/31761096326210>

INDEX

2. Editorial
3. President's Message
- 4-6. FEATURE ARTICLE — "Telephoning Recalls"
by Paul E. Goldman, Southfield, Michigan
6. Announcement of "Lucky Draw" Winner
7. Waterloo-Wellington & Brant County
'Clinic Day' Registration
8. 'X-Ray Danger Disputed' — article
9. Message on Dental Health Week
10. 'Greed Greatest Cause of Stress' — article
11. "Consider Orthodontics" — article
by Merial Haggarty, C.D.A.
- 12-13. Representatives to the Board of Directors 1979-80
14. International Symposium on
Practice Management & Communication
- 15-16. Accreditation Division — Chairman's Report
17. Message from the President of the O.D.H.A.
18. Toronto D.N. & A.A. 'Clinic Day' Registration
19. 'How to Kick the Worry Habit' — article
20. Affiliated Association News — Upcoming Events
21. Affiliated Association News — Past Events
22. 'Are You Interested in Upgrading?' —
Announcement
23. O.D.N. & A.A. Board of Directors Listing 1979-80
24. O.D.N. & A.A. Board of Governors Listing 1979-80

LUCKY DRAW WINNING NUMBER

1072

Look to page 6 and to the Editorial for information regarding the winner.

Gift donated by Mr. Max Hanna, D.T., London, Ontario

DEADLINE DATE FOR THE NEXT ISSUE OF THE JOURNAL (APR.-JUNE) — FEB. 12, 1980
(Submitted to the Editor before the above date)

SUBSCRIPTION RATE: \$10.00 per year payable January 1 for non-members. A subscription to the Journal is included with an Ontario Dental Nurses and Assistants Association Membership.
The Journal is published four times a year and deadline dates are published in the previous issue.

THE OPINIONS EXPRESSED IN THE ARTICLES ARE THOSE OF THE AUTHOR AND DO NOT
NECESSARILY REPRESENT THE VIEWS OF THE ONTARIO DENTAL NURSES AND
ASSISTANTS ASSOCIATION OR THE EDITOR.

Editor: MRS. HEATHER A. NIKOLAEW
113 Cathcart Street
LONDON, Ontario
N6C 3M2
519-679-8208 (Res.)

Journal Committee:
MRS. PATRICIA MILLER
MISS HELEN CROWE

Cover Design: HEATHER A. NIKOLAEW

Printer: HUDDLESTON AND BARNEY LIMITED
P.O. Box 338
WOODSTOCK, Ontario N4S 7X6
519-537-5596
519-285-3626 (London)
416-364-7948 (Toronto)

Ontario Dental Nurses & Assistants Association



EDITORIAL

Allright all you deadbeats out there, wake up and start reading! (No offence to those of you who are already awake and reading — just skip over this part). Did I get your attention?

I hope you all made a New Year's resolution to participate more in your Journal and your local Association business. The committee members who plan all the social events for your Association do their best to create an event that you will truly enjoy, but, even they get discouraged when there is a lack of attendance.

Keeping the word "attendance" in mind, the O.D.A. Spring Convention is early this year as it will be held in April instead of May. Watch in this issue for an

announcement regarding 'Convention 1980'. In this issue we have an article by Mr. Paul Goldman, a Professional Management Consultant from Southfield, Michigan. Mr. Goldman will be one of the speakers featured at the Convention in April. Treat yourself to a learning experience and don't miss him. Make your plans now to book time off and watch your next issue of the Journal for a registration form. Mail it in promptly and plan on having the 'time of your life'!

Congratulations to our "Lucky Draw" Winner, Elvire Madeiros of Vanier, Ontario, in the Ottawa area. Our gift was cordially donated by Mr. Max Hanna, Denture Therapist, who operates two office locations, one at 1301 1/2 Dundas St. East, London, Ontario and the other at the Medical and Dental Building, Simcoe St., Watford, Ontario. Turn to page 6 for more information regarding the "Lucky Draw" Winner.

It is my pleasure to announce that Mr. Max Hanna has offered to donate the prizes, to be chosen at his own discretion, for our Lucky Draws, which, in the future will be held by your Journal twice yearly. In this issue and in future issues, watch for an entry form to be cut out and mailed in to me, after you have filled in the required information. All the entries received on or before the date shown on the entry form will be deposited in a box and the draws will be made by selected Judges.

Our President, Patricia Howes, arranged a Workshop in December for the Executive, Board Representatives and the Presidents of Affiliated Associations. It was a very successful two day Workshop, designed for the betterment of the Association and its members. A few interesting points developed from discussions regarding the Journal, which should make food for thought for future publications. As I have said many times, you can contribute by making suggestions towards improving the Journal. Enthusiasm is Contagious! Let your voice be heard!



HEATHER A. NIKOLAEW
Editor

MAX HANNA LUCKY DRAW JANUARY - MARCH 1980

NAME _____

ADDRESS _____

CITY _____ PROV. _____ POSTAL CODE _____

RESIDENCE PHONE (AREA CODE _____) _____

CERTIFIED MEMBER OF O.D.N. & A.A.: ☐ Yes ☐ No

AFFILIATE ASSOCIATION _____

EMPLOYER _____

ADDRESS _____

CITY _____ PROV. _____ POSTAL CODE _____

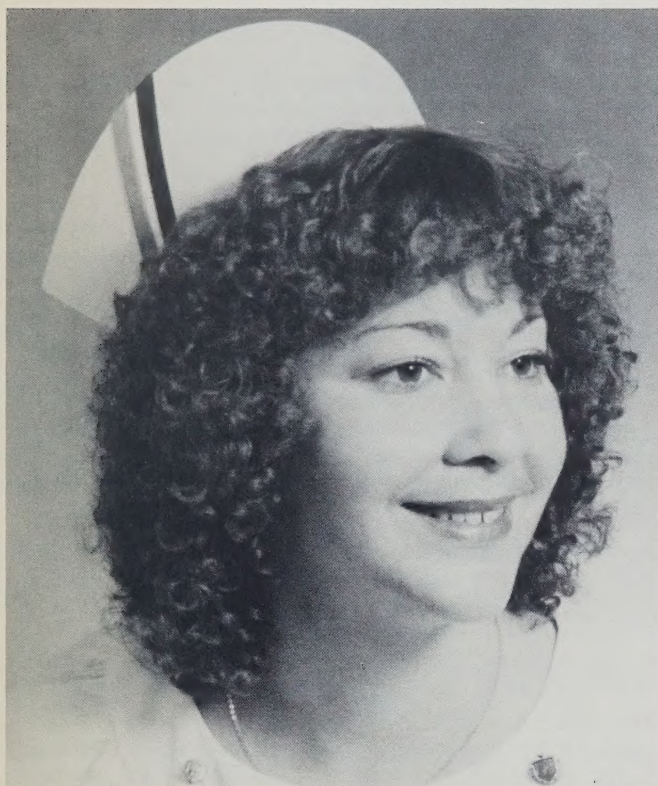
BUSINESS PHONE (AREA CODE _____) _____

Only Members of the O.D.N. & A.A. can participate in the lucky draw. No other entries will be accepted. Each participant in the lucky draw will only be allowed to win once per year. The Judge's decision will be final.

MAIL ENTRY TO: Mrs. Heather A. Nikolaew, Editor O.D.N. & A.A.,
113 Cathcart Street, LONDON, Ontario N6C 3M2

ENTRIES MUST BE RECEIVED BY MARCH 31, 1980.

PRESIDENT'S MESSAGE



As we enter a New Year, and a new decade, the time has come to reflect on our past achievements and set new personal and professional goals for ourselves.

Looking back at the past ten years and remembering our dreams and ambitions at that time, we should ask ourselves: 'Have we achieved our goals?' If the answer is negative, the next question would naturally be 'Why Not?'

In your career of dental assisting have you succeeded in accomplishing the achievements set by yourself years ago? Have you increased your worth in the office, as well as your knowledge and salary? Where would you like to go from here?

It has become apparent to me, from discussions with many assistants, that our goals for the future are: 1. to increase our duties, 2. to increase our benefits and 3. to increase our salaries. In order to achieve these three goals, we must decide the proper way to go about reaching them and set our course. As members of the O.D.N. & A.A., let us band together in the voyage towards achieving our common goals!

The O.D.N. & A.A. has just successfully completed a very busy year. There were many Clinic Days held in 1979 by our Affiliated Associations. Since my last message to you, I have attended Clinic Days in 'Thunder Bay', 'Hamilton and Niagara', and 'Kawartha and District' Associations. My sincere thanks to all of the Associations for their cordial invitations and for the warm hospitality extended to me in each area.

Winter Clinic, held in November of last year was a huge success, with a record attendance of 650 women. My thanks to Nancy Block and Susan Hurn, who chaired the meeting.

In October 1979, I attended an Academy of Dentistry meeting, at which Dr. G. Pitkin, President of the Ont. Dental Association and Dr. A. Calzonetti, President of the Royal College of Dental Surgeons, spoke on changes in dentistry in Ontario, including capitation, department store dentistry and credit card acceptance in dental offices. Changes of this kind will also affect members of our Association, as well as the O.D.A. members. If your local dental society holds a 'R.C.D.S. Night' and/or an 'O.D.A. Night', if at all possible, make an effort to attend and become informed.

In November, I attended, as an observer, the two day O.D.A. Board Meeting, held in Toronto. This is a privilege very few Provinces have, and is an extremely important liason between our Association and our comrades, the Dentists!

Our first two day Workshop was held in Toronto on December 1 and 2, for all Affiliate Presidents, Board Representatives, and Accreditation Representatives. What a pleasure to meet with the hard working members of our Affiliate Associations! The Workshop mainly consisted of group discussions on all aspects of our Association. Everyone was extended the opportunity to ask questions, voice criticisms and hopefully find solutions to our problems. I believe we all left the Workshop with greater knowledge and enthusiasm, as well as having made many new friends from all over the Province. My sincere thanks to Patricia Miller and Margaret Deichert for helping me to plan this Workshop and also to Ann Phippen, our Executive Director, for putting the Workshop material together in such haste.

In closing, I would like to wish you all a happy, healthy, and prosperous New Year.

PATRICIA M. HOWES, C.D.A.
President

DENTAL ASSISTANT CAPS

Anyone wanting to buy a cap, please send name, address, a cheque for \$5.00 and a photocopy of membership card with order. If bands required, send a copy of certification renewal card as well.

Certification applicants receive a cap and pin with their certification certificate.

A cheque or money order must accompany all orders, made payable to the Ontario Dental Nurses & Assistants Association, Accreditation Division.

Send orders to: Mrs. Mary Sandzuik,
P.O. Box 1381,
NORTH BAY, Ontario P1B 8K5

TELEPHONING RECALLS

by Paul E. Goldman
Professional Management Consultant



Perhaps one of the most time-consuming jobs in a dental office is having to telephone recalls. For this reason, many offices have gone to giving the patient an appointment six months in advance and calling to confirm. Other offices send out recall cards and only call those that respond. In the first case the changes that occur are many and who really knows where they're going to be in six months anyway; in the second case, well, it works but it is not as effective as it might be.

If an office is interested in increasing its income, they should consider doing the recalls by phone. But to see how telephone recalls can boost your practice, you'll have to step outside of dentistry for a look at what experts in telephone selling have compiled over the years. These are thoroughly proven methods based on the results of millions of phone calls made in various kinds of promotional advertising.

Consider this: A telephone worker can dial 200 numbers a day, including busy signals and phones that don't answer, although there are ways to minimize both, as we'll see. If the average office sees 150 recall patients in a month, a single assistant can keep recall production running at full tilt with approximately six hours of telephone work spread out over a month. And don't overlook the multiple appointments you often

make with just one phone call. Or the patient who says, "I've been meaning to call you. My niece needs an appointment. She's never been there before and..."

This powerful instrument gets into the patient's home or office with the speed of electricity. The patient you're calling will put down the most tantalizing personal letter to answer the phone, but a patient is unlikely to interrupt a phone call to read his mail. In other words, a phone call is immediately commanding and hard to ignore.

If a patient is troubled or displeased, he may be more willing to tell the Assistant during a phone conversation than to tell the doctor in person or by letter. You can keep your finger on the pulse of the practice just by listening.

A printed postcard is representative of the computer age — businesslike, standardized and impersonal. But when you call a patient, you're telling him that you care. After all, a phone call is special attention.

Can telephone recalls justify themselves in a fledgling office? In a high-overhead office? Decide for yourself. A standard recall card and envelope plus a stamp costs about 28¢, while a completed phone call in areas where there is measured service costs about 9¢. There are even a few ways you can help control that cost.

A part-time assistant who schedules recall appointments may prefer to work from her home using her own phone. Or an assistant in the office may find that using the doctor's private non-business phone for outgoing calls frees the regular business phone for incoming calls. Neither method will increase the phone bill.

Telephoning is an activity you can shoehorn between other jobs, using time which would otherwise be wasted. To squeeze even more activity into available time, you can tap out a phone number on a push-button phone in one-third the time it takes to dial the same number on a conventional phone. By substituting systematic phone calls for mailing pieces, many businessmen have found that phone calls don't cost any more than mailing pieces and are five times more effective! When weighing time against returns, the telephone recall system can be good medicine for your practice.

If the patient you're calling is a regular, your rapport is ready-made. Otherwise, the telephone caller has about 15 seconds to establish rapport. Many telephone professionals firmly believe that the first few words are the most important in the whole conversation and should give the patient the idea that the call is somehow special.

The one word which sparks the most interest when used in the telephone approach is "special". The idea should be there, even if you don't use the word itself.

You can convey that special effect by making specific reference to a patient's individual dental condition.

The word "free" is also one of a handful of the most powerful words used in selling. "Free of decay", "free of gum diseases", "free of dental disease" are semantic gems.

As far as the word "if" is concerned, it's flexible and can be interpreted many ways — most of them favorable to the used. For example, "... if Jeffery needs orthodontic treatment", or "...if your bone condition is stable," or "...if Melissa's permanent teeth are erupting normally".

The "special" appeal is quite frankly an appeal to the patient's ego, which is only one of many classic motivations used in selling. Although many others are used widely in telephone sales, none of them will work most effectively unless coupled with an ego appeal.

About one quarter of the time, the person who answers the phone won't be the one you want to talk to. In all cases, you should act as though you do have the right party on the phone. When the phone is answered, ask, "Hello, Mrs. Jones?" as though you assume you're really talking to Mrs. Jones.

Professional phone callers have found that (1.) if you don't have Mrs. Jones, you'll save time, and (2.) if you do have Mrs. Jones on the phone, you'll get your first "yes," which salespeople know is a good word to get any potential buyer saying as often as possible. In addition, asking the question in the right way, as if you recognize Mrs. Jones' voice, is a subtle form of flattery. The positive attitude always works best.

The following point-by-point example and explanation help illustrate the "Sales Technique" of telephone recalls.

- Good morning, Mrs. Jones? (The patient gets her first chance to say yes.)
- This is Mary, from Dr. Smith's office. (You have identified yourself, and emphasized the doctor, giving the call just the right shade of importance. The real pro doesn't waste time with any forced joviality, such as asking "is it cold enough for you?")
- I'm calling because you and Mr. Jones are both due for your dental appointments. (When you say "I'm calling" instead of "We're calling" the call becomes more personal. And you've briefly stated your business.)
- Dr. Smith is especially concerned about the bone condition around your molars. (This is indeed a "special" call.)
- He wants to check this for you at each appointment. (You're reinforcing the idea that the patient will be returning for future appointments.)
- Do you and Mr. Jones still prefer morning appointments? (You remembered! Of course, this information is on the recall card.)
- Fine, Mrs. Jones. Doctor has a 9 o'clock appointment available next Friday. Is that convenient? (Repeat the patient's name to repeat that she's "special". You're giving the patient a choice but, with your positive attitude, acceptance is taken for granted.)
- We'll look forward to seeing you and Mr. Jones on Friday, May 2. (Emphasize that you want to see them both, and repeat the date to help avoid misunderstandings.)
- Thank you Mrs. Jones, and have a nice day. (Always leave on a pleasant note. Then hang up fast but last.)

That last item may seem like a minor point. But an otherwise good phone call could leave a sour taste in the patient's mouth if he hears a click just as soon as the caller has made the appointment.

One advantage of doing recalls by phone is that the whole procedure is flexible — you have opportunities to react according to the patient's responses. However, even the seasoned pros stick with a standardized presentation until they're able to get some responses to work with. At this point, you may have to shift to handling objections to get more production for your calling efforts.

Many beginners on the phone consider a flat "No" as an insurmountable turndown, when it is actually easy to parry. A hesitant "No" is almost as good as a "yes." When your offer for an appointment is met with a "No," all you have to do is counter with a simple, "May I ask why, Mrs. Jones?" Your objective is to get the patient to open up a little.

Two related stalls are, "I'll have to ask my husband," or "I'll have to think about it." Here the answer is, "Evidently there are questions in your mind that we haven't answered . . ." or "What is it in particular that you want to know about?" Again, you're probing for an opening.

Try to agree with the patient and then smoothly change the subject back to the benefits of regular dental care. "You are right, Mrs. Jones." "I certainly agree with you, Mrs. Williams," and other similar phrases work well. Coupled with "... and that's exactly why I'm calling," when you explain that preventive dental care saves time and money, such conversational bridges can often lead right into an appointment.

When you have exhausted all of your rebuttals, and the patient has not opened up and does not want an appointment, say, "Is it your wish that your name be removed from our recall system?" First, the patient will realize that he is taking sole responsibility for his dental health. Second, you can remove inactive records from your files. When you make a note of the conversation on the patient's dental record, you also have protection against possible charge of "abandonment" or "supervised neglect" on the part of an irregular patient.

If there is an ideal time for calling homemakers, it's the period from 10:00 to 11:30 in the morning. Just about everybody's up by 10:00, and after 11:30 many start preparing lunch. More housewives are home in the morning than in the afternoon and the difference is as much as 20 to 25 per cent in telephone response.

Morning calls have one unique advantage over calls made at other times of the day. You can greet the patient with a cheery "Good Morning!" when he or she answers the phone. You just can't get that same enthusiasm into "Good Afternoon" or "Good Evening"! And the average person is psychologically more receptive in the morning.

Many patients prefer to be called at work and those who do usually appreciate a brief, businesslike call. About the poorest time to call anybody on the job is just before lunchtime and just before quitting time. For best results, stop calling around 11:30 and 4:30. In addition, the 11:30 to 1:30 lunchtime has a low yield. Phone callers who call white-collar workers on the job find that 8:30 to 11:30 is a better-than-average time to call.

Take a hint from television programming when it comes to evening calls. The reason that the popular shows start from 7 to 9 is that more people are home in the evening. In addition, they're relaxed and receptive. The advantage during this time period is that you'll get fewer 'no answers'. Therefore, the prime time of all prime dialing time is from 7:00 to 9:00 P.M.

Friday is an exception. Most people like to eat out, party or shop on this night. On the other hand, Saturday is one of the most productive days of the week and the best time being from 10:00 to 2:00 in the afternoon. Results are comparable to evening calls.

Any call will be interrupting something. You can often tell by the way the patient answers the phone if something important has been interrupted. You may say, "You sound like you're busy . . ." and wait for an answer. If the interruption has not been too serious, you can say, "in that case, Mrs. Jones, I'll be as brief as possible . . . The reason I'm calling is . . ." Most of the patients you call will appreciate your consideration.

On the other hand, you may learn that you've called while Mrs. Jones is trying to get tar out of screaming Susie's hair and that Jonathan's gerbils just escaped into the living room. You can explain that what you're calling about is important and that you'll call back later. Naturally, when you do call back, you can ask about Susie (or the gerbils) before making the appointments. Again, you've just told Mrs. Jones that she's "special", something you just can't convey through the mail.

The days immediately preceding or following a holiday are notoriously poor for telephone recalls. Summer months are high demand times for school children. Your phone may be your best ally to spread out that late August bottleneck of students wanting to get in before school starts.

The following is a simple system with all the information you need to set up a crack phone operation in your office. Information to be included on the recall card:

- Name
- Birthdate (Tells you at a glance if your prospective patient is a child or adult.)
- Address
- Phone Numbers (Both home and office)
- Best time to call (Pencil it in after the phone number. A real time saver when you make those calls later.)
- The date of the last appointment
- Date due for appointment

Type a card for each patient and file it according to the month he or she is due to return. When you call and appoint the patient, put the card in an "Appointment Made" category. When the patient comes in, simply mark the card and file it for the future in the month due. A Rol-a-Dex type filing using 2" x 4" cards is a space saver and the cards are easy to flip through while dialing. A file box with 3" x 5" cards can work well, too. I especially recommend the use of the Mardan filing system to help monitor your card system. It works extremely well in this recall area.

Recalls by phone can produce results, with an added touch of personal attention. They're efficient and effective and can become the golden Goldman link in your practice management system. 

"LUCKY DRAW" WINNER



Elvire Madeiros graduated from Algonquin College in May 1979. She is a certified member of the O.D.N. & A.A. Elvire is working in the office of Dr. Lawrence G. Walker, 261 Montreal Road, Vanier, Ontario. She is the dental assistant of Dr. Patricia Tanaka, Dr. Walker's assisting dentist.

With the "Lucky Draw" number 1072, Elvire has become the proud owner of a "King Size Proctor-Silex Toaster-Oven Broiler". This fantastic gift was generously donated by Mr. Max Hanna, Denture Therapist, who has two office locations, one at 1301 1/2 Dundas St. East, London, Ontario, and, the other at the Medical and Dental Building, Simcoe Street, Watford, Ontario.

Many many thanks to Max Hanna, for showing an interest in our Association and for making our "Lucky Draw" possible. For further information regarding the Max Hanna Lucky Draw, turn to page 2 and read the Editorial.

Congratulations Elvire and HAPPY COOKING!

THE EDITOR

ARE YOU SEEKING A POSITION IN THE TORONTO AREA?

CALL: Mr. Ian Hannah,
1139 Royal York Road, Apt. 110B,
ISLINGTON, Ontario M9A 4A8
PHONE: (416) 233-4390

There will be no charge to the Dental Assistant.

**WATERLOO-WELLINGTON &
BRANT COUNTY
DENTAL NURSES & ASSISTANTS
ASSOCIATIONS
ACCREDITATION DIVISION**

present
CLINIC DAY

DATE: March 8, 1980
TIME: 9:00 a.m. - 5:00 p.m.
PLACE: Cambridge Holiday Inn, Hespeler, Ontario (Hwys. 401 & 24 North)
SPEAKER: Dr. Burt Sellick, Ph.D. (Family & Marriage Counselling)
SUBJECT: "Down From the Ceiling in the Dental Office"

REGISTRATION FEES: (LUNCHEON INCLUDED)

Currently Certified Dental Assistants & Accredited Preventive Dental Assistants (identification required)	\$ 5.00
O.D.N. & A.A. Members (identification required)	15.00
Dentists and Other Auxiliaries	35.00
Students	5.00

REGISTRATION: For Mailing — Cut off the return Advance Registration Form with your cheque payable to:
Miss Beth Kennedy
358 Craighleith Drive,
WATERLOO, Ontario N2L 5B7

Pre-registration is advisable.

**ADVANCE REGISTRATION FORM FOR WATERLOO-WELLINGTON AND
BRANT COUNTY DENTAL NURSES & ASSISTANTS ASSOCIATIONS**

Please Print Clearly

NAME

ADDRESS

CITY..... PROV. POSTAL CODE

HOME PHONE BUSINESS PHONE

To avoid loss, no tickets, receipts or badges will be mailed. Please pick up at registration desk.

X-RAY DANGER DISPUTED

The following is an article that was published in the 'Ottawa Citizen' last year. The President of our Ottawa Association, Ebbie Ferguson, wrote to the Editor to make it clear how the Certified Dental Assistants stand on this issue.

X-RAY DANGER DISPUTED BY SOME LOCAL DENTISTS

Many local dentists and technicians are not convinced of the need for covering patients with lead shields when taking x-rays.

"Dental x-rays are less dangerous than any other kind," said a dentist working at 225 Metcalfe St. "You get more natural radiation walking from your car to the office than you get from x-rays."

Dr. Wallace Roy, president of the Canadian Association of Radiologists, disagrees. "Dental x-rays are as strong if not stronger than chest x-rays. They also scatter more as they bounce off the teeth, which are the hardest part of the body."

A dental assistant, being trained on the job at 1390 Prince of Wales Dr., said: "I'm so sick of hearing about the dangers of radiation. It's all a lot of bunk. We don't use the shields unless a patient insists or is pregnant."

Radiologists at the University of Toronto say as many as 50 per cent of the x-ray machines in the province are giving off more radiation than they should. Dental equipment is also suspect, Dr. B. B. Hobbs said Friday.

Scatter radiation was not a big factor in their findings, Hobbs said, but "patients should insist on lead shielding. It's like the icing on the cake."

Dr. Jack Berman, who sits on the council of the Royal College of Dental Surgeons, said: "Officially, the use of lead aprons is discretionary, as are the number of x-rays taken. But it is recommended that aprons be used on all pregnant women." During the first three months of pregnancy, when many women are not aware of their condition, x-rays pose the greatest danger to the fetus, he said.

"There is no harm in taking precautions," Berman said, adding he is disappointed all local dentists are not using the aprons routinely. "It takes two seconds to put them on."

At the Ottawa General Hospital and Civic hospitals protective shields are "very seldom" used, according to technologists working in the units.

At the newest city hospital, the Queensway-Carleton, radiologists insist pelvic shields be wrapped around patients for routine chest x-rays and lead blankets be draped over patients having broken toes and fingers examined.

"The doctors insist on it. If the aprons don't show up on the bottom of chest x-rays they want to know why and quick," said Queensway-Carleton Chief X-Ray Technologist Carol McDonald.

Reprinted from "The Ottawa Citizen"

TO THE EDITOR OF THE CITIZEN

I am writing in response to a statement contained in an article by staff writer Margaret Munro published on Page 11 of the Ottawa Citizen on Saturday, 12 May 1979, in which an unidentified person being trained on the job in dental assisting at 1390 Prince of Wales Drive is quoted as saying:

"I'm so sick of hearing about the danger of radiation. It's all a lot of bunk. We don't use the shields unless a patient insists or is pregnant."

As President of the Ottawa Association of the Ontario Dental Nurses and Assistants Association, I would like to assure you, and your readers, that CERTIFIED Dental Assistants — those who have successfully completed a course of study recognized by the Royal College of Dental Surgeons of Ontario, and, have subsequently been certified in their field by the Ontario Dental Nurses and Assistants Association, are trained in the taking of dental x-rays as part of that course of study. We are therefore made well aware of the potential risks associated with the taking of dental x-rays. Please quote me as saying:

"WE DO NOT believe that all the recent talk of x-ray dangers is a lot of bunk. In fact, because there are potential hazards with the use of dental x-rays, we minimize patient exposure as much as possible through careful technique, high speed films and lead aprons for shielding."

EBBIE FERGUSON, C.D.A.
President, Ottawa Dental Nurses
and Assistants Association

Address:
21 Rebecca Crescent,
Ottawa, Ontario.
Telephone:
Home: 745-0548
Office: 993-2340

APRIL - JUNE ISSUE, 1980

Deadline Date for material — **February 12, 1980**

MAIL MATERIAL TO:

Mrs. Heather A. Nikolaew
EDITOR O.D.N. & A.A. JOURNAL
113 Cathcart Street
LONDON, Ontario N6C 3M2
PHONE: (519) 679-8208 (Res.)

Please!! All articles must be printed and legible. Double spacing allows room for editing and corrections. Attach a note of explanation to your submission so there is no mistaking what you would prefer to be done with your article.

MESSAGE ON DENTAL HEALTH WEEK

APRIL 13 — 19, 1980

It's hard to believe, but yet another year has flown and it is once again time to start organizing one of our main community public relations activities of the year, "Dental Health Week". As you focus your thoughts, please remember that the aim is to obtain maximum, positive public awareness for both our profession and the advantages of good oral health.

Please remember, also, that this project jointly involves members of the O.D.A., O.D.H.A. and O.D.N & A.A. and references in your endeavours to obtain media coverage should be made to the very important role played by our auxiliary personnel in Dental Health Week events.

The basic plan is to organize several community projects and secure good media coverage for them. You should form a Dental Health Week Committee consisting of representatives from practising dentists, public health dentists, hygienists and assistants in your area.

PROJECT IDEAS

In the past, our best media coverage has been gained through personal interviews concerning facts on dental treatment and visual coverage of Component Society community projects. We believe that your Component Society should concentrate on undertaking one or more of the following project ideas.

Mall Displays: Shopping Mall displays promoting Dental Health Week have been a mainstay of many Component Society campaigns in the past. The space should be reserved as early as possible; hygienists and assistants are pivotal in organizing and staffing the display; you could consider a "toothbrush swap" wherein people bring their old, battered toothbrushes to the display and exchange them for new ones; Murphy the Molar display material, available from the Ministry of Health, can be used to make the display more attractive to children and, of course, O.D.A.-supplied posters should be used.

Library Displays: a library is an excellent location for a dental health display which should be "self-explanatory" as libraries are quiet places and you won't be able to staff the display. Check with your Librarian, and consider establishing a display in the lobby of the building during Dental Health Week.

Poster Contests: these are best organized on a community basis through schools — continue reading for more information or contact the O.D.A.

Smile Contests: these are best used in co-ordination with Mall Displays and should be well promoted in the schools.

Other ideas include arranging for speaking presentations to high school health classes, distributing dental education material to maternity wards and making visits to chronic care and senior citizens homes.

Posters will again be supplied free of charge to O.D.A. Component Societies by The Ontario Dental Association and an appropriate order form will be

included in our kit. We will not be supplying stickers, directly, this year and these are being replaced by buttons and lapel tabs — both available by individual order from your Society to the Canadian Dental Hygienists Association (this order form will be included in the kit).

Our graphic theme this year is "How's your mouth-keeping . . . a healthy mouth starts with good nutrition and good dental care" and I would urge that your Component Society promote this theme and the campaign itself in all Society newsletters published between now and the campaign dates — April 13-19.

Please accept our thanks and congratulations on what we hope will be another enthusiastic, successful province-wide Dental Health Week campaign . . . remembering, of course, that only by your active support at the community level will our message really get through. O.D.A. Headquarters will again undertake an extensive, public service media campaign to assist your Component Society during Dental Health Week. More information on this was included in the kit you received earlier in the new year.

Best wishes for a Happy New Year. 

KENT BABCOCK, D.D.S.
O.D.A Chairman,
Dental Health Week

The following letter was written by Dr. Neil A. Farrell of London, Ont. in April of 1979. It was published in the London Free Press as a Letter to the Editor. This article can be a reminder to you that Dental Health Week is in its planning stages now.

How to work for dental health

Sir: The article *Candy Easter bunnies no treat for kid's teeth* in the April 12 Free Press Nutrition Matters column is a most timely introduction to this year's Dental Health Week (April 15-21).

However, I would like to suggest that Dr. Elizabeth Bright-See and Jane Hope are somewhat confused in what they describe as the mechanism of tooth decay. The term dental plaque proves confusing to many people. In fact I have indicated to the health unit dental educators that they should use the term "bacterial film" instead of plaque. People seem to have difficulty understanding, or refuse to understand, that one of the main causes of both dental decay and gum tissue problems is organized masses of certain mouth bacteria ("buggies") which settle and live on selected areas of their teeth and gums. Plaque is bacteria. The fact that this bacterial film is almost invisible makes it even more difficult for people to appreciate that it is a cause of their dental disease.

When sugar is eaten the "buggies" in the bacterial film produce an acid as a byproduct, which of course is held directly against the tooth. Repeated "acid attacks" cause a hole or cavity in the tooth. While it is not acid

attacks which cause gum disease, it is still organized bacteria which are responsible for gum problems although they act in a different manner.

It is unnerving to many to think that most of our dental problems are caused by groups of organized living bacteria tenaciously clinging, multiplying and dumping their waste products on our teeth. Indeed the prime reason for cleaning the teeth with a toothbrush and floss is to disorganize or remove these "buggies" from the teeth (it is not necessary to kill them).

But what about the food for the buggies? The main source, certainly, is sugar. Everyone knows sugar is bad for your teeth, but what is sugar? Usually we think of sugar as the white table kind (sucrose); however, most of the 100 lbs. per year of sugar that each Canadian consumes is "hidden" in foods. These terms also mean sugar to the mouth bacteria — brown sugar, honey, corn syrup derivatives, glucose, fructose. Labelling on the sides of packages and cans indicates ingredients in descending order by weight in the product. Read a few labels to see where the "sugar" terms rate. One baby food label lists sugar, honey and brown sugar in the top eight ingredients, another indicates brown sugar as second only to water in the food; great stuff to feed your baby! It is almost impossible to eat no sugar and certainly compromises must be made, but essentially it is best to strive for most nutrients for calories consumed.

In spite of some of the above, statistics in the Middlesex area indicate dental decay rates in children are decreasing. It appears that gum disease (more insidious, often painless and more threatening than tooth decay) is fast becoming our number one dental health problem.

Do your mouth a favor — deplaque it and feed it something good for Dental Health Week '79.



NEIL A. FARRELL, D.D.S.
Director,
Dental Public Health
London

PSYCHOLOGIST SAYS GREED GREATEST CAUSE OF STRESS

by Dene Creswell

GREED — for power, money and personal belongings — is one of the greatest causes of stress in today's society, according to Dr. Joe Connell, a psychologist and expert on stress from Kitchener-Waterloo.

Connell, in Saskatoon recently to meet with members of the Saskatoon Life Underwriters Association, said stress and strain will continue to take its toll as long as people place money, power and social position at the top of their priorities.

Connell said there is an inability "to be second and adoration of phoneyness that is affecting the masses in all age groups."

No age group is spared this type of stress, which Connell said causes many to seek escape with stimulant aids such as alcohol and drugs.

The psychologist said most people don't recognize stress when it hits them. "They avoid admitting they are under stress and strain and usually make the excuse they have a headache or a cold." He said most people don't like others to know they are indeed under stress and so use the alibi of some other disorders.

Some signs indicating stress include unexpected bursts of temper, seeking of stimulating aids at the end of a day's work, and the blaming one's troubles on someone else.

Connell said people should remember "The only person that can hurt us is us...our troubles are brought upon by ourselves and not someone else."

On the other side of the coin, Connell said everybody needs a certain amount of stress and strain as a stimulant. "We need to be motivated to get things done."

Those trapped in a job they do not like, but are unable to leave through financial or family circumstances, should determine what is bothering them about the job, and what they can do personally to make it more enjoyable, Connell said.

People in the wrong job should find out why they are in the wrong area of work. Connell said there are people who are interested in things, and people who are interested in people, and others, who are just interested in money. He suggested persons interested in money, for example, should not become social workers or journalists.

To avoid stress people should condition themselves to situations. Connell said people should project positive feelings about situations instead of being negative. If people are positive about the results of an impending situation or occurrence, they will save themselves a lot of stress brought about by toiling through the negatives of what could or what could not happen.

Connell said tolerance in everyday living could reduce stress. "You're hardest on your own faults seen in other people...we are intolerant of a reflection of ourselves in other people."

Connell said most people become frustrated and show signs of stress and strain because they know they are not doing their best.

He suggested setting high goals in our everyday lives.

"Good is not good enough. We must always aim to do better and we must always have a sense of humor or else all is lost."

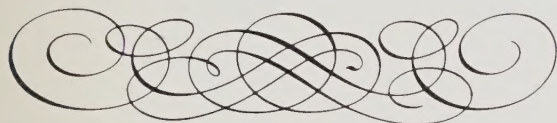
A person who ends the day feeling tired and under strain is a person who is bored with his work, according to Connell. "There is more strain to being bored than doing a hard day's work."

Reprinted from Heartbeat Journal

CONSIDER ORTHODONTICS



Merial Haggarty is shown here helping out the dentist on a dental safari to her school where there are 110 African students. A missionary teacher is in the chair. The assistant on the right hand side is a Kenyan, trained by one of their 2 dentists.



Remember those occasions when you would say "I am thrilled, I am pleased as punch"? Maybe you have even expressed yourself this way today. This is the way I feel. Why? I am having orthodontia done!

Now you may be asking what is so thrilling about having one's teeth straightened? It is true the end results are rewarding but 'oooh the bother', the inconvenience!

Years have gone by. (I won't tell you my age, but maybe you can guess.) I worked 12 years for Dr. Milne of Sarnia, one summer for Dr. Bill Reid in London and 4 months for Dr. Ron Allingham who was temporarily practising with Dr. Bell in Wallaceburg, Ontario. Dr. Allingham is now in Blenheim, Ontario. My experiences have been varied and working with different dentists has taught me new techniques and ways of doing things. I never sought for them to adjust to my way, as I learned their ways. I always felt the doctor knows best. I spent 3 years in Bible School and then joined the Africa Inland Mission where I underwent a year of Missionary Internship, Physiological Testing, Linguistics and Orientation before coming to Nairobi Kenya where I worked 4 years in our Mission Dental Clinic. My experiences in Kenya included being beat up and robbed, threatened by a Masaai with a spear for attempting to take a picture of his cattle, snakes appearing in my house but also exhilarating things like swimming in the Indian Ocean, standing on the

equator, and seeing Lake Victoria. My dental experiences have been much the same as Canadian dental office experiences and yet there have been some that have been very definitely unique. I have done things I would never do in Canada like extract and clean teeth. (under the supervision of a dentist)

But where does orthodontia come into the picture? Well after what you have read about me do you think I would have the nerve to enter 2 years of orthodontia work? You bet I did! As a little girl and into adulthood I have always been conscious of my class III malocclusion, although I didn't know that was what one called it. There was no orthodontist in my home town and to go across the border to the U.S.A. was just too expensive for a family of 6 children. Then after becoming a dental nurse there just wasn't time to take from a busy dental practice where I was the only gal to have this work done. Thinking back I didn't really know any adults who were having orthodontia. So the crooked teeth stayed as they were.

We get our hair permed, washed and set, we buy pretty dresses, and apply our make-up well, but often we hide our smile because we don't like our teeth. I believe as always that every man and woman should try and look the best that they can. Sloppiness, and being over-weight spoils our appearance and so does teeth that are not straight therefore you see the reasons why I decided on orthodontia.

Recently our mission has had a very dedicated orthodontist come to serve the missionary children from many different denominations at our mission primary and high school in the Rift Valley of Kenya. It is hard to believe but he is kept very busy just in this area, besides the added business he receives from the 2 other missionaries and myself receiving orthodontic work presently.

You may see an occasional African without straight teeth but as a rule, Africans very seldom require orthodontia. When they look at me with my braces they just stare. They don't mind if you catch them staring at you. They just keep staring. One man came up to me and said "Have you been in an accident or is that just decoration"? I replied "Oh just decoration, I am having coloured stones put on next week." This is a common practice with the Masaai. Not only do Africans stare but white people also. English dentistry for instance does not work much with adults in orthodontia. I have had many white and even some Asian women come up to me stating that they never knew adults could have this done and could I give them the address of my orthodontist so they could also have their teeth straightened. To me this is thrilling — just to think that I could help someone in this way.

After each session with the orthodontist my teeth are sore but in a couple of days this soreness wears off. Probably adults suffer more than children as our teeth are more firmly set. To me it has been worth it all . . . it has opened up conversations with people whom I may have never met otherwise. I love meeting and talking to people . . . but most of all, when I return to Sarnia in August of 1980, I am going to be sporting bright, white, straight teeth!! Have you considered orthodontia? If not, why not?



MERIAL HAGGARTY, C.D.A.
Box 20, Kapsabet,
Kenya, East Africa

ONTARIO DENTAL NURSES

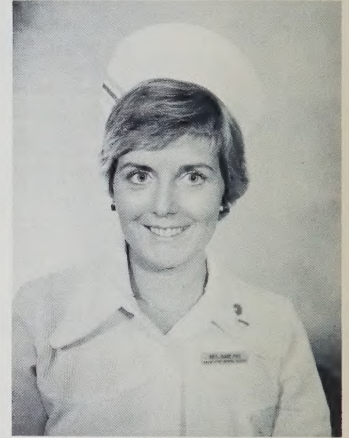
REPRESENTATIVES TO THE



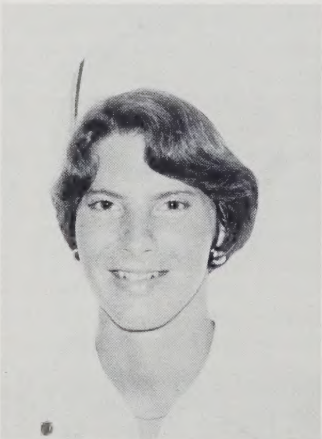
Judy Robertson, C.D.A.
HAMILTON



Phil Childs, P.D.A.
PRESIDENT
KAWARTHA & DISTRICT



Diane Pike, P.D.A.
PRESIDENT-ELECT
KINGSTON



Helen Crowe, C.D.A.
LONDON



Ebbie Ferguson, P.D.A.
PRESIDENT
OTTAWA



Elsie Gallop, C.D.A.
SARNIA

No Picture Available:
Joan McDonald — BAY OF QUINTE
Lorie Loose — BRANT DISTRICT

ASSISTANTS ASSOCIATION

BOARD OF DIRECTORS 1979-80



Annette de Crombrugge, C.D.A.
SIMCOE COUNTY



Christine Dow, C.D.A.
SUDBURY



Esther Reith, C.D.A.
THUNDER BAY



Elizabeth Anderson, C.D.A.
PRESIDENT
TORONTO



Sue Solomon,
WATERLOO-WELLINGTON



Lynn Morris, C.D.A.
PRESIDENT
WINDSOR

No Picture Available:
Pat Rowan — HALTON-PEEL
Anne Montgomery — NIAGARA DISTRICT

INTERNATIONAL SYMPOSIUM ON PRACTICE MANAGEMENT AND COMMUNICATION

Sponsored by the Ontario Society for Preventive Dentistry
(How to thrive, not just survive in the '80's)

- DATE: June 20, 21, 22, 1980
- PLACE: Constellation Hotel, Toronto, Ontario.
- SPEAKERS:
1. O. A. (Bud) Ham — Parker, Colorado. (Friday & Saturday)
 2. Wilson Southam — Stoney Creek, Ontario. (Friday & Saturday)
 3. Naomi Rhode — Phoenix, Arizona. (Saturday & Sunday)
 4. Jim Rhode — Phoenix, Arizona. (Sunday)
 5. Mark, Beth, Kathi Rhode (Saturday & Sunday)
 6. Ross Hume Hall — Hamilton, Ontario. (Sunday)
- SOCIAL: Friday P.M. — Cocktail Party
Saturday P.M. — ONTARIO "LOVE BOAT" CRUISE.
- ATTENDANCE: Limited to 350
- COMMERCIAL EXHIBITS: Health orientated
- DENTISTS: \$175.00 (prior to May 24)
- DENTISTS: \$200.00 (after May 24)
- AUXILIARIES: \$90.00 (wives and students)
- CHILDREN'S PROGRAM: \$30.00 (ages 6-16)
- REGISTRATION: P.O. Box 419, ALLISTON, Ontario.

Call Dr. William Armstrong at (705) 435-5102 for further information.
Make cheques payable to the Ontario Society for Preventive Dentistry (O.S.P.D.)

MY COMPLIMENTS TO O.S.P.D.

by Elsie M. Culham
Expanded Duty Dental Hygiene

Recently I attended an excellent seminar in Alliston. Robert Fraser and Dottie Clendennan from Arizona provided an enjoyable and personally rewarding two-day workshop. This workshop was sponsored by the Ontario Society of Preventive Dentistry.

At this time, O.S.P.D. is the only organization committed to preventive dentistry which offers non-scientific seminars for both the dentist and their office staffs. This type of workshop gives staff members the opportunity to take an active role in planning the direction their office is heading. By both the staff and the doctors attending such meetings, the dental office team can learn and grow together to make their work more meaningful to themselves and thus provide a better service to their patients.

At the fall meeting of O.S.P.D. in Alliston, auxiliaries

outnumbered the dentists by a ratio of 3:1. It was encouraging to see more auxiliaries taking an active role in office philosophy planning and goal setting.

In June 1980, O.S.P.D. is sponsoring the first Canadian North American Prevention meeting. This will take the form of a mini-convention in Toronto. "ESPECIALLY FOR YOU", will have such noted speakers as Naomi Rhode, Jim Rhode and Bud Ham. Naomi Rhode's children will also provide a workshop for pre-teens and teenagers on self-esteem.

This should prove to be an exciting time in Toronto and I urge everyone to attend. The field of dentistry is changing and we as auxiliaries must be prepared to change with it. These seminars provide us with an opportunity to better ready ourselves for the challenge of the future.



ONTARIO DENTAL NURSES AND ASSISTANTS ASSOCIATION

ACCREDITATION DIVISION

The Future of Dental Assisting — Every member's responsibility.



On behalf of the Board of Governors of the Accreditation Division of the O.D.N. & A.A. a sincere Thank You to everyone who participated in "Winter Clinic Student Day" and made it such a successful day. The students are to be congratulated on their fine presentation of table clinics during that day. I welcome any comments from students who attended. Do you feel this should be a yearly event?

Continuing Education

The one day seminars will again resume shortly, the first one being:

March 8, 1980 — Waterloo-Wellington, Brant
April 19, 1980 — Toronto, Halton Peel
September 20, 1980 — Sudbury, North Bay

Please mark these dates and plan to attend, support the Association in your area. Watch for more publicity of these seminars in this issue of the Journal.

Certification

The Accreditation Division is very concerned about the future education of the Dental Assistant. The need for change in dental assisting education is now and it is up to us, not someone else, to meet that need.

Our prime concern in 1980 is to provide a viable alternative to the Challenge examination to the end that dental assistants may become eligible for Certification.

Under the guidance of our Solicitor, representation from the Community College system and Secondary Schools offering the Dental Assistant program, Advis-

ory Board members and other interested groups within the profession itself, the consensus of opinion was that a Certification Examination approved by the O.D.N. & A.A. Accreditation Division would be the most feasible solution. It was unanimously agreed that this examination should be superior to the Challenge Examination. While the Challenge Examination had been very good for the purpose it was intended, a more meaningful examination was now required. This examination approved by the Accreditation Division will be available on a yearly basis.

Candidates who are eligible for Certification are as follows:

1. Graduates of Ontario Colleges of Applied Arts and Technology Dental Assisting Programs.
2. Graduates of Ontario Secondary School Dental Assisting Programs upon completion of one year (1800 hours) employment in a dental office or clinic.
3. Graduates of Dental Assisting Programs from other jurisdictions upon successful completion of a Certification Examination approved by the O.D.N. & A.A. Accreditation Division.

Our goal is to have every dental assistant educationally prepared for his/her profession. If we are to speak out for dental assisting in any meaningful or effective way we can only do so with the support of you the membership. This is an opportunity for you to participate in the upgrading of dental assistant standards. If you as an interested member have any suggestions or comments please send them to me and I will present them to the Board of Governors of the Accreditation Division for their consideration.

This is our profession so let us make sure we have a say in its future.



MARGARET L. DEICHERT
Chairman — Accreditation
Division, O.D.N. & A.A.

The following two articles are the impressions and the feelings expressed by two students after attending the inauguration of the "Winter Clinic Student Day" held at the Royal York Hotel in Toronto last Fall.

WINTER CLINIC STUDENT DAY

The Winter Clinic for dental assisting students was held at the Royal York Hotel, Toronto on Wednesday, November 21, 1979. The people in charge of this were the Ontario Dental Nurses and Assistants Association Accreditation Division. This Winter Clinic consisted of Registration, Opening Ceremonies by Chairman Margaret Deichert, lecture by Eva Young called, "The Dental Industry and You." Table Clinics, Luncheon, lecture by Wm. J. Lind — "Team Dentistry," O.D.N. & A.A. Membership and Certification Panel Discussion and Commercial Exhibits of "Dentascopes."

I found the day to be quite a worthwhile learning experience. Everything was interesting, but what caught my attention was one of the Table Clinics. The Table Clinics were all in the Alberta Room at 11:00. The table I found interesting was set up by Gina and Loretta from Cambrian College. This one caught my eye because it was different from the other displays of oral hygiene and nutrition. This one said, "the future is a great land . . . It is wider than vision with no end." This display was revealing the concern for the treatment of the disabled in dentistry now and in the future.

Since I am interested in the welfare of special groups I wish to see progress towards developing special equipment so the handicapped's dental requirements are not neglected. The girls from Cambrian College showed four ways in which equipment is utilized to help the handicapped. The first of these was a padded helmet which is worn to immobilize a patient's head during x-rays. With this helmet parents are not required to hold their child's head still. The second diagram showed a hoist which can be used to adjust the wheelchair to a dental unit. There was also a diagram of a mechanical lift used to lift heavy people from the wheelchair to the dental chair. The last diagram was a vest restraint used for epileptic patients who may be hyperactive. There was a pamphlet provided which showed how to cope with certain disabilities. The table clinic touched on such disabilities as the blind, epileptic, crippled, mentally retarded, deaf and those with cerebral palsy or cystic fibrosis.

The future looks hopeful for the handicapped with the benefit of new equipment, dentists being more understanding towards their situation and the feeling all around that the handicapped should no longer be neglected.

The convention was a worthwhile day filled with many interesting lectures, displays and new materials. Since the convention was at the Royal York Hotel, this itself was an experience as I am sure all the girls who saw Starsky and Hutch know. This was a good time for all the dental assistants there and I feel it should be repeated in the future.

STACEY WILLIAMSON
Niagara College

WINTER CLINIC STUDENT DAY

Ring!!!! It's the alarm clock beckoning to me to get out of my cosy bed. Paralysed from the neck down due to my deep sleep, I manage to crane my neck and squint my eyes only to see the bright red digital numbers of the clock glaring "5:00 a.m.". Out of bed I tumble and then proceed to make a futile attempt to wash my hair and dry it before the other three girls in the apartment wake up, but to no avail. Alas, before my eyes were fully opened I found myself tripping over the cords of four blowdryers, steam curlers, curling irons, and stepping onto cold, wet towels in my bare feet. Remarkable! We didn't blow a single fuse! Anyhow, we finally managed to get into the car and drive to Niagara College where we met our bus for our trip to the Winter Clinic Day in Toronto.

The time on the bus passed quickly and we soon found ourselves at the front entrance of the Royal York Hotel in Toronto where the Winter Clinic Student Day Program of the O.D.N. & A.A. Accreditation Division would be held. Following our instructor out of the bus were almost fifty girls in single file. Into the building, down the stairs, through the lobby, up a spiral staircase, across a huge expanse of floor, down another spiral staircase. Finally someone asks the instructor "Where are we going?" Much to our surprise she answered, "I'm looking for a washroom."

Opening ceremonies began and all of the girls were assembled in the Confederation Room where we were all greeted by the O.D.N. & A.A. Accreditation Division Chairman, Margaret Deichert. Throughout the day there were several lectures. The first was by Eva Young whose topic was "The Dental Assistant and You" which dealt with the roles of the Dental Assistant, but the main point that was stressed was the absolute necessity of teamwork, co-operation, and communication.

The second lecture was by Wm. J. Lind whose topic was "Team Dentistry". I found his lecture to be the most interesting as he mixed facts with wit and humor. He dealt with a diversified range of topics such as the 'Rate of Turnover of Dental Assistants in the Dental Office', 'Physical Stress on the Dentist', 'Postural Adaptations and Exercises for the Dentist', 'Longevity of the Dentist's Practice', 'Varicose Veins' (every girl immediately uncrossed her legs), 'The Working Environment' and 'Productivity.' He used several visual aids during his lecture. They included a movie, the blackboard and his obvious artistic skills, as well as a dental assistant's stool which he claimed was very useful if you wanted to catapult yourself across the room.

Following Mr. Lind's lecture the girls assembled in the Alberta Room where the Table Clinics were set up. At the luncheon it was announced that the winning Table Clinic was that concerning the "Handicapped Patient." It was an excellent display which showed a lot of imagination, talent, hardwork, and devotion on the part of the girls from Cambrian College who made the display possible. Similarly, the remaining table clinics were also very good and each girl can be proud of her efforts.

The last lecture of the day was held in the Confederation Room and was an O.D.N. & A.A. Membership and Certification Panel Discussion. The panel dealt with such topics as the "Members Who Make Up the O.D.N. & A.A.", "the Royal College of Dental Surgeons", "Licensing", "Disciplining", "Certification", "Health Disciplines Act", "Expanded Duties", "Challenge Exams", and "Accreditation". It was during this lecture that the girls assembled in the room voiced their opinions and asked questions. I'm sure that everyone present learned something at this somewhat "heated" panel discussion.

The day ended with exhibits of "Dentascopes". There were displays from many manufacturers and the representatives from each of the manufacturers were more than happy to explain and demonstrate their products. I considered that portion of the day to be the most productive and interesting. It was unfortunate that the group of students who had to catch a bus home had to leave relatively early as there was so much to see.

During the first fifteen minutes of the bus ride home the girls were very quiet. Indeed, it had been a long day. Suddenly, one by one, the girls began to get their second wind, and before we knew it I was hearing songs being belted out such as "Oh I Wish I Were An Oscar Meyer Weiner . . ." and from there the quality of the songs went downhill as the pitch and volume skyrocketed.

Al in all, it was a most productive and worthwhile day and I was glad to be a part of it.

CARLA RIENZO
Niagara College

SPEEDY RECOVERY

I was sorry to hear of the recent illness of our dear and loyal friend Miss Mary Scarratt. Mary served as 'Official Hostess' for our Association for 10 years, providing the meals at the Board Meetings, arranging many dinners and cocktail parties prior to her retiring in May 1979.

There was a picture and an announcement of Mary's retirement from the post of 'Official Hostess' of the O.D.N. & A.A., in our July-Sept. 1979 issue of the Journal. Mary took ill in the Fall of 1979 and is presently a patient at Toronto General. Our sincere wishes for a speedy recovery.

THE EDITOR

MESSAGE FROM THE PRESIDENT OF THE O.D.H.A.



Being president of the O.D.H.A. (Ont. Dental Hygienists Association) is almost always time consuming, sometimes frustrating, often delightful but always interesting.

Sometimes, when I reflect back over the past seven years I can't believe the changes I have prompted myself to bring about where my career is concerned.

Prior to 1973 I had worked as a certified dental assistant. I had always enjoyed my career but was ready for a change of some description. The result was a move to public health in the Borough of Etobicoke. The following three years found me assisting in the Etobicoke Public Health Dental Treatment Program, a position presently held by your own secretary Heather Mitchell.

As you will recall, 1975 saw the inception of the P.D.A. course at George Brown College. Feeling that this would be an interesting addition to my career, but certainly nothing heavy from an academic standpoint, I enrolled. Surprise! I and my fellow classmates didn't know as much as we thought. For the following months, two nights a week we took voluminous notes, studied for hours and even found ourselves composing a 10,000 word essay.

However, in the midst of it all the education bug must have bitten me because when the government legislated that a hygiene course could follow on the heels of the P.D.A. course, I was one of the first on the doorstep at George Brown College convincing Dr. D. Atkins, the Dean of Dental Health Sciences, that he wouldn't regret accepting us.

In September 1976, I became a full time student in dental hygiene. I devoted the next few months to what was a very intense course. How fond the memories of perfectly ironed uniforms, praying that we achieved that 70% pass on exams, after suffering the agony of searching the college when your own patient didn't show up for clinic. It was all worthwhile when my hygiene license arrived in April of that year.

There was a position waiting for me at the Etobicoke Health Dept. and I have been examining and teaching in Etobicoke schools since. We also hold prophylaxis/fluoride clinics once a week.

Upon graduating, I immediately joined the O.D.H.A. Executive as Student Liaison. The following year I was asked to become vice-president which led to the presidency this year.

Many of our concerns are also the concerns of the O.D.N. & A.A. and I feel that it is important for us to work together such as we are at present on employment guidelines and unemployment insurance.

Also, our careers almost always interact. Few other careers call for such a close working relationship as does dentistry. Within the confines of a dental office it is imperative that a good working relationship be maintained amongst all dental personnel.

The dental profession is an exciting one. Each component of it is important and the concept of team effort imperative.

PAT WEBB, R.D.H.
President, O.D.H.A.

HELPFUL HINTS FOR HELPERS

Prepared by:
Dental Assistants,
Fanshawe College of Applied Arts & Technology

PREPARATION HINTS:

Tipadilly: to increase suction potential and easy maneuverability clip the tipadilly on a 45° angle. Avoid a sharp point.

Rubber Dam Clamp: A piece of floss if attached to the clamp and the frame prevents the clamp from falling on the floor if it should pop off a difficult tooth.

Rubber Dam: Shaving cream acts as a good lubricant to prevent tearing of the rubber dam during placement. It is applied to the shiny surface of the dam.

Instruments: Zinc oxide, eugenol paste, temporary stopping and cement can be kept from sticking to instruments by dipping them in alcohol immediately prior to their use.

Scented Cotton Rolls: A single cotton roll saturated with oil of peppermint and placed in the bottom of the jar in which the cotton rolls are kept will permeate the rolls and give them a pleasing scent and they are also pleasant tasting.

To Keep Labels Clean: Bottle labels can be kept clean and free from stain by covering them with a thin layer of colourless nail polish.

Remove Odours: Sprinkle a few drops of perfume or toilet water on a hot sterilizer, a hot pipe or a radiator. It cleans the air quickly.

OPERATIVE HINTS:

Paper Pads: When mixing bases or liners, tear the sheet being used in half. The pad will last as long as the tubed supplies.

Cavity Varnish: A paint brush may be supplied to the dentist to aid in applying the varnish to difficult areas.

Rubber Dam: To clear contacts and hold the dam in place, clip the corner of the dam. This piece can be stretched and placed in the contact. When released it will hold the dam in place. A ligature using floss may also be helpful.

Matrix Band: 114 pliers are useful in straightening the bands.

Wooden Wedges: Shaving cream may be helpful in the placement of the wedges in the contact area.

TORONTO DENTAL NURSES AND ASSISTANTS ASSOCIATION

CLINIC DAY

SPEAKER: Dr. Abraham E. Nizel,
Boston, Massachusetts

TOPIC: Nutritional Counselling

DATE: Saturday, April 19, 1980

TIME: Registration — 8:30 A.M.

PLACE: Holiday Inn, 89 Chestnut Street (behind City Hall)
Terrace Room East and West

REGISTRATION FEE (INCLUDES LUNCHEON)

Currently Certified Dental Assistant and Accredited Assistants	\$ 5.00
Non-Certified Members	10.00
Dentist and other Auxiliaries	35.00
Students	5.00

REGISTRATION FORM

Name _____

Address _____

City _____ Prov. _____ Postal Code _____

Auxiliaries Attending _____

Please make cheques payable to MISS SUSAN HURN, in trust, Accreditation Division, O.D.N. & A.A.

Mail form and remittance to: Miss Susan Hurn
c/o Dr. W. L. Kerr,
190 St. George St. #103,
Toronto, Ontario M5R 2N4

HOW TO KICK THE WORRY HABIT

According to a study of case histories by a group of physicians, worry is the most common cause of illness. This group of doctors also concluded that worries fall into three categories: 40% of worries are about the past; 50% about the future; and 10% about the present.

Worrying can become a habit, a harmful habit. Look at its effect on you. Worry takes its toll in many individual symptoms; insomnia, ulcers, skin problems, high blood pressure, overeating, inability to concentrate, to mention just a few.

The frustration and anxiety that worry produces destroys your peace of mind and doesn't solve the problem you think exists. There's a big difference between worrying and thinking through a problem to find a solution.

It doesn't pay to worry about past mistakes. Once you have examined an error and found a way to avoid making the same mistake in the future, don't torment yourself by reliving the experience in your mind.

Practice the art of forgetting. Dr. Norman Vincent Peale suggests repeating this phrase: "Forgetting those things which are behind and reaching forth unto those things which are before, I press forward." Saying this twice a day, when you rise in the morning and retire for the night, will help you cultivate a determination to keep looking ahead. If you are like the patients who were studied and can learn to do this you'll eliminate 40 percent of your worries.

Another phrase to meditate about occasionally is a quote by William James, the psychologist: "The essence of genius is to know what to overlook." In other words, don't trouble yourself needlessly.

Other studies show that most situations which people fear will happen never actually occur. You can get carried away with your own imagination at times. How often have you expected the worst to happen, only to find that the experience wasn't so bad after all?

Affirm your faith in the future. Without succumbing to worry, start planning how you'll head off an unpleasant situation which you are certain will occur. If you realistically expect a confrontation with someone, for example, figure out an approach you can use to stay calm if and when an explosion erupts. Instead of worrying about the unpleasantness, prepare yourself to make the best of the situation.

Practice the art of imperturbability and keep a steady hand on your emotions. Try to relax and let your worries drain out of your mind. Then fill your mind with positive thoughts of constructive action and calm assurance. Use these to outwit worry.

"Reprinted by permission of the Dartnell Corporation"

DO YOU HAVE A SWEET TOOTH?

Better be careful. You might lose it — and the others as well. That's what nutritionists and dentists are saying. And the main trouble comes from unwise between-meal snacking.

If you wonder whether these professionals are making too much fuss about a fairly harmless little indulgence, think twice. For one thing, life-expectancy has been steadily increasing throughout this century — but life-expectancy for the teeth has not. So we'll be less well equipped than we might be to enjoy those extra years we've been given. And for another thing, sales of junk foods and sweet drinks are not even staying constant; they soar to higher levels, season after season.

The ill effects of bad eating habits go beyond the mouth, of course. They extend to the health of the entire body. There's widespread obesity. Many of us — are overweight. Some, indeed, to the extent that heart trouble is clearly around the corner, if it has not actually arrived.

In most cases, this comes directly from bad eating habits, of which unwise between-meal snacking is one of the worst. And in most cases, too, it's happened because these same bad eating habits were acquired in childhood, and never lost.

Is all between-meal snacking bad for the teeth and bad for the body? By no means. Damage comes from two causes: eating food high in sugar content and low in nutritional value.

Many people start the day with a light sweet snack or "something sweet to nibble on," instead of a nutritious breakfast. Then they snack through innumerable morning and afternoon breaks, eating snacks for lunch or dinner, and finishing up with after-dinner and bedtime snacks, too.

All too often, snack foods have a high sugar content — sweet rolls, cakes, cookies, pies, pastries, soft drinks, ice cream and candy bars. Plaque — the tooth's worst enemy — swiftly produces harmful acid from the sugar in sweet snack foods.

Another danger from snacking is from empty-nutrient, high-calorie foods — from potato chips, popcorn, pretzels — and from soft drinks. Without sufficient exercise to burn off the calories, they contribute to obesity, which is a real health hazard.

Key factors in building and maintaining healthy bodies and teeth are those essential nutrients recommended for good health in Canada's Food Guide. These are the nutrients contained in the milk, fruit, vegetables, cereals or breads, and meats or protein alternates, that our bodies need daily. And these are the nutrients too often missing, or quite inadequately supplied by junk foods.

Munch an apple or cheese, for instance, when you feel down or tired or low. If we want to stay healthy and full of energy, it's up to us to take responsibility for choosing, buying and eating what's best for us.

Nutritionists and dentists agree that snacks can be classified in four groups:

1. FOODS BOTH DENTALLY AND NUTRITIONALLY RECOMMENDED

High in nutrients, low in sugar

Examples: White milk; Plain yogurt; Plain muffins; Plain whole grain or enriched breads; Crackers; Meat, poultry, fish, eggs, cheese, or peanut butter (alone or with a combination of other foods on this list); Hot dogs, hamburgers, pizza; Raw fruits and vegetables; Unsweetened fruit and vegetable juices; Tossed salads and coleslaw; Devilled eggs; Peanuts, pistachios, mixed nuts; Seeds (sunflower, pumpkin, sesame).

2. DENTALLY POOR FOODS THAT HAVE NUTRITIONAL VALUE

High in sugar, high in nutrients

Examples: Milk puddings; Milkshakes; Chocolate milk or drink; Ice cream; Ice cream sodas; Yogurt, sweetened; Sherbet; Sweetened fruits and fruit juices; Raisins and other dried fruits.

3. FOODS NUTRITIONALLY POOR BUT DENTALLY ACCEPTABLE

Low in nutrients, low in sugar

Examples: French-fried potatoes; Popcorn; Potato chips; Pretzels; Sugar-free soft drinks and sugarless gum; Cheese-flavoured snacks and other similar party snacks.

4. PRODUCTS NUTRITIONALLY AND DENTALLY UNACCEPTABLE

Low in nutrients, high in sugar

Examples: Beverages containing sugar such as regular soft drinks, tea and coffee with added sugar; Honey, jams, jellies; Sweet baked goods; Chocolate bars, candies, lozenges, regular gum and breath mints.

And there you have it in a nutshell — the knack of happy snacking!

Reprinted from Ontario Ministry of Health "Snacks — Food for Thought" publication.

AFFILIATED ASSOCIATION NEWS

UPCOMING EVENTS

HAMILTON

The Hamilton Dental Nurses and Assistants Assoc. will be celebrating our 50th Anniversary as an Association in 1980.

Tuesday, January 15, 1980

6:30 p.m., Hillcrest Restaurant
Physiotherapy: Bosses' Night

Tuesday, February 19, 1980

6:30 p.m., Hillcrest Restaurant
Dr. Ken Southward: Nutrition

Tuesday, March 18, 1980

6:30 p.m., Hillcrest Restaurant
T.L.C. Boutique Fashion Show

April, 1980

O.D.N. & A.A. Convention

Tuesday, May 20, 1980

6:30 p.m., Hillcrest Restaurant
Elections and Wrap Up

Submitted by
JUDY ROBERTSON C.D.A.
Board Rep. and
Accreditation Rep.

February 19, 1980 — Dinner at the "Heliotrope" at Fanshawe College, London. The dinner will be put on by the Hotel and Management Course within Fanshawe. Dinner to commence at 7 p.m., followed by a tour of the new Dental Assisting and Hygiene facilities at Fanshawe. After all, this is where it all began!!

March 18, 1980 — Once again, National Refining is our host with "Wine and Cheese". This gala event commences at 7:30 p.m. Details of this meeting to be announced at our February meeting.

April, 1980 — O.D.N. & A.A. Spring Meeting Toronto, affiliated with O.D.A. Spring Convention. (April 27-30)

May 20, 1980 — Dinner and Fashion Show. Our guests will be the Sarnia Association and the London Dental Hygienists. Particulars of this event to be announced at our March meeting.

June 17, 1980 — Spring Social!!

Submitted by
MARY LOU FISCHER, C.D.A.
London Association

KINGSTON

January — Our January meeting will be held Tuesday, January 8, 1980 at the Kingston, Frontenac, Lennox and Addington Health Unit. We will be the guests of the local Dental Hygienists Association. The guest speaker will be Dr. V. Soudak, Medical Officer of Health. Her topic will be "Dentistry in Public Affairs".

Our meetings are held the third Thursday of each month (unless otherwise notified). The meetings are held in Kingston and Brockville on alternate months. (i.e.: January, March, and May in Kingston — and February and April in Brockville). Monthly notices are sent announcing location and speakers. Please circle these Thursdays on your calendar and plan to attend.

Submitted by
NANCY BRÉGG, C.D.A.
Secretary

NIAGARA DISTRICT

January 1980 — Please plan on attending our January meeting. It is scheduled for Jan. 16th at the Roman Villa in St. Catharines. Our guest speaker is Mr. A. Mirdawi from St. John's Ambulance. He will lecture on C.P.R.

LAURA PETRIS
Secretary

TORONTO

January 1980 — On Wednesday, Jan. 30th at the Chelsea Inn, Dr. A. Titley will be speaking to us on "Fluoridation". Cocktails are at 7:00 p.m. and dinner will be served at 7:30 p.m.

Respectfully submitted
THERESA CLAXTON
Secretary

LONDON

January 15, 1980 — "Wine and Cheese" hosted by DENCO — London Branch, 245 Pall Mall Street. Guest Speaker is Shirley O'Neil, who will be speaking on "Cleft Lip and Palate". The meeting to begin at 7:30 p.m.

DON'T FORGET THE O.D.A. 49th SPRING CONVENTION!

April 27 - 30, 1980

HOLIDAY INN, DOWNTOWN
TORONTO, ONTARIO

Chairperson: Brenda Moffatt

Manager: Pat Miller

AFFILIATED ASSOCIATION NEWS

PAST EVENTS

BRANT DISTRICT

September 1979 — Our September meeting was held at Mother's Pizza & Spaghetti Parlor in Brantford on Tuesday the eighteenth. We all enjoyed a time of fellowship while eating the Italian dish of our choice. The dinner was followed by the door prize draw, drawn by our guest speaker Mrs. Jean Anderson.

Mrs. Anderson is a registered nurse with various other degrees in mental health care. She is presently employed at the Brantford General Hospital and the Brant County Health Unit. An interesting film was shown, after which a question and answer period took place. A gift of pierced earrings was presented to Mrs. Anderson at this time.

Our business meeting followed the guest speaker. Reports were given by the Secretary, Accreditation Representative, Treasurer and Vice-President. The ladies were reminded of our bake sale to be held on Saturday, September 29, 1979. Hopefully it will be a fun and successful fund raising campaign.

October 1979 — Our October meeting was held at Pepi's Pizza in Simcoe on Tuesday the twenty-third. The dinner was a choice of a ham steak or lasagna with a tossed salad appetizer.

Two representatives from the Brant County District Health Unit were our guests for the evening. Both ladies presented an interesting talk about nutrition and healthy snacks. It was a pleasant change as the Association members present got involved in discussions on the matter. An African violet was presented to each of our guest speakers.

The business meeting followed the seminar in which the treasurer's and secretary's reports were given. The ladies were reminded of the coming Winter Clinic on November 22 at the Royal York in Toronto.

We also had a discussion on having all of our monthly meetings in Brantford. A decision was not made as yet, but Edith Stone is going to investigate available restaurants.

Stephanie Lagosniac, our current Vice-President may be returning to school in January and therefore may not complete her term. A motion was made and accepted that Annette Quaderace work as Co-Vice-President with Stephanie as a back up in case of a change in plans.

LORIE LOOSE
Board Rep.

JOURNAL DEADLINE DATES FOR 1980

	Material Due Date
APRIL-JUNE ISSUE	FEBRUARY 12, 1980
JULY-SEPTEMBER ISSUE	MAY 14, 1980
OCTOBER-DECEMBER ISSUE	AUGUST 27, 1980

KINGSTON

September 1979 — On Thursday, September 20, 1979 our first meeting of the year was held at the home of our Treasurer, Faye Unger. Following the meeting Faye served dessert and coffee.

October 1979 — On Thursday, October 18, 1979 a pot luck supper was held in the home of our Vice-President, Diane Pike. 'Ways and Means' committee raffled off a small gift. Those present had an enjoyable evening.

November 1979 — On Thursday, November 15, 1979 Dr. C. A. Burgess, a Kingston Dentist, had us into his office for an excellent and informative presentation on "Occlusal Equilibration". Our sincere thanks to Dr. Burgess for hosting this meeting.

December 1979 — On Thursday, December 13, 1979 we held a Christmas Dinner at the 'Towne House Restaurant' in Brockville. An enjoyable evening was had by all at this festive event.

Submitted by
NANCY BRÉGG, C.D.A.
Secretary

KAWARTHA & DISTRICT

"Our Clinic Day" — Dr. Titley was our guest speaker and our clinic was a huge success with approximately 50 people attending.

His topics included child behavior not acceptable in the dental office and his special treatment to them. Also preventive dentistry dealing with flossing, oral hygiene, diet and fissure sealants. The discussion time was well utilized with many questions discussed. Dr. Titley commented on how well organized and operated the clinic day was. We feel the day was a great success and we would also like to give Gayle Golden, our Accreditation Representative our thanks for making this clinic day so successful.

Respectfully submitted
MRS. C. REID
Secretary

LONDON

September 18, 1979 — Our September meeting was an open meeting for all dental auxiliaries and students who were able to attend. The meeting was held in the "Busby Room", Victoria Hospital, London. Our guest speaker was Cheryl Leeder, R.N. of the Burn Unit, Victoria Hospital, London.

Cheryl's topic was entitled "The Silent Epidemic" which dealt with the burns and their victims which the Unit treats each day. A very interesting topic.

Refreshments followed the meeting.

October 16, 1979 — "Wine and Cheese" put on by Healthco, 69 Bessemer Road, London. A short business meeting followed by a presentation from Mr. Barry Howie and Mr. Al Taylor. Their topic, "Communication". A topic well worth discovering in many dental offices. Thanks again to Healthco.

November 20, 1979 — Since 1979 marked the Year of the Child, our November meeting gave topic to "Child Abuse". Our speakers, Nancy and Gerald Wright showed a very interesting film followed by discussion.

The meeting was held at the National Traveller. Refreshments followed the meeting.

December 18, 1979 — Christmas Dinner at the Bavarian Tavern and Restaurant in the Westown Plaza Mall.

Submitted by
MARY LOU FISCHER, C.D.A.
London Association

NIAGARA DISTRICT

October 1979 — On October 11, we held our first meeting at Niagara College. It was to welcome the new coming Dental Assistants to the Association. Sixty-five persons were in attendance. The students had a chance to ask any questions pertaining to assisting and/or certification.

Also in October, the Hamilton D.N. & A.A. and our affiliation conducted a Clinic Day. Ms. Roz Burnham lectured us on Nutrition. It was a very interesting lecture. Many helpful hints were given to be practiced not only in the office but at home. It was held at Prudhomme's.

November 1979 — On November 13, Dr. J. Kostandoff was our guest speaker. His talk was on Oral Surgery. Dr. Kostandoff had an interesting slide presentation to accompany his lecture. It was held at Lorenzi's with 26 girls attending.

December 1979 — Though we had no snow for our Christmas Party, it was an enjoyable evening. This year, husbands and boyfriends were invited to share in the season's festivities. We had a delicious turkey dinner at the Inn-on-the-Lake.

Hope everyone had a Merry Christmas and Best Wishes in the New Year.

LAURA PETRIS
Secretary

TORONTO

October 1979 — On Wednesday, October 31, 1979 at the Chelsea Inn, Dr. K. Pownall, registrar for the R.C.D.S. was our guest speaker. Dr. Pownall spoke on the topics — "The History of Dental Assistants", "Where Are We Going as Dental Assistants?", and "Complaints About Dental Assistants".

November 1979 — No general meeting was held due to the Winter Clinic.

December 1979 — No general meeting was held due to Christmas holidays.

Respectfully submitted
THERESA CLAXTON
Secretary

ATTENTION: CERTIFIED DENTAL AUXILIARIES

Are YOU interested in upgrading?

A study club is being formed for the upgrading of any interested certified dental auxiliaries. The club meeting may perhaps consist of three hour lectures or day seminars. We are open to any suggestions and the format will be discussed and decided on at the first assembly.

Several Hamilton and Toronto area C.D.A.'s are enthusiastic about arranging this initial meeting. We would appreciate all correspondence — be it by mail or telephone — to be received by March 12, 1980.

Centralized meeting areas will be chosen to accommodate the majority of members.

Please respond giving name, address and phone number and you will be contacted regarding a meeting date, place and time.

Contact: Mrs. Carrie Hillman
c/o Dr. Michael Pharoah
203-460 Brant Street
Burlington, Ontario L7R 4B6
Res. (416) 681-0900, Bus. (416) 632-3822

DENTIST — THE WAY I SEE IT

- D** is for drill,
to rid you of decay,
release pain underneath,
help save a dying tooth.
- E** is for effort,
a dentist who cares,
slumped over a chair,
a dripping brow,
fingers nimbly manipulate,
Enduring!
- N** is for needle,
Oh God how it hurts!
It helps dull an ache — long remembered.
- T** is for time,
to spend on "troubled teeth"
you withheld so long,
for fear of pain.
- I** is for intellect!
the man at your side,
a doctor,
qualified to prescribe,
for your ailments.
- S** is for suction,
for puss from an abscess,
or blood from an extraction,
for slobbery spit and smell of decay.
A saviour!
- T** is for thorough and thoughtful and trained.
In him you put your TRUST.

Submitted by
MOLLIE HUMPHREYS
Sudbury

ONTARIO DENTAL NURSES & ASSISTANTS ASSOCIATION

BOARD OF DIRECTORS 1979-80

OFFICERS

PRESIDENT

*Miss Patricia Howes, C.D.A.,
2408 - 70 Park St. E.,
MISSISSAUGA, Ont. L5C 1M5
(416) 274-4392

PAST PRESIDENT

Mrs. Patricia Miller, C.D.A.
202 - 155 Gardenwood Drive,
LONDON, Ont. N6J 4C4
(519) 472-0108

PRESIDENT-ELECT

*Mrs. Brenda Moffatt, C.D.A.
141 Kipling Avenue #302,
KITCHENER, Ont. N6C 2B8
(519) 576-5106

VICE-PRESIDENT

*Mrs. Pam Gignac, C.D.A.
301 Laurier Drive, La Salle,
WINDSOR, Ont. N9J 1L8
(519) 734-1381

SECRETARY

*Ms. Heather Mitchell, P.D.A.,

EMPLOYER

Dr. H. M. Glickman,
3429 Fieldgate Drive,
MISSISSAUGA, Ont. L4X 2J4
(416) 625-0308

*Dr. J. A. Guest,
287 Queens Avenue,
LONDON, Ont. N6B 1X2
(519) 432-6104

Dr. R. Beyers,
347 Lancaster St. W.,
KITCHENER, Ont. N2H 4V4
(519) 578-9670

Dr. Bryan Walls,
1307 Pelissier,
WINDSOR, Ont.
(519) 258-1951

Community Health Dept.
Borough of Etobicoke,
Civic Centre
ETOBICOKE, Ont. M9C 2Y2
(519) 626-4136

TREASURER

*Mrs. Susan Winter, P.D.A.
48 Fallingdale Crescent,
BRAMPTON, Ont. L6T 3J6
(416) 792-1254

Public Health

CONVENTION CHAIRPERSON 1980

Mrs. Brenda Moffatt, C.D.A.
(See President-Elect)

CONVENTION MANAGER 1980

Mrs. Patricia Miller, C.D.A.
(See Past-President)

WINTER CLINIC MANAGER 1980

*Miss Nancy Block,
2408 — 70 Park St. E.,
MISSISSAUGA, Ont. L5C 1M5
(416) 274-4392

Dr. R. T. Lang,
2183 Davebrook Road,
MISSISSAUGA, Ont. N5J 3M4
(416) 822-3142

OFFICIAL HOSTESS

Miss Nancy Block
(See Winter Clinic Manager)

JOURNAL EDITOR

Mrs. Heather A. Nikolaew,
113 Cathcart Street,
LONDON, Ont. N6C 3M2
(519) 679-8208

ACCREDITATION DIVISION, CHAIRPERSON

Miss Margaret Deichert, C.D.A.
402 - 250 Frederick St.,
KITCHENER, Ont. N2H 2N1
(519) 576-7761

*Dr. D. A. Messersmith,
21 Weber St. West,
KITCHENER, Ont. N2H 3Y9
(519) 742-0284

EXECUTIVE DIRECTOR, ARCHIVIST, PINS & CRESTS

Mrs. Ann Phippen,
O.D.N. & A.A. Headquarters,
345 Dixon Road, Suite 406,
WESTON, Ont. M9R 1S6
(416) 245-6129 (Mon., Tues., and Thur., 9:00 a.m.-3:30 p.m.)

REPRESENTATIVES TO THE BOARD

BAY OF QUINTE

*Mrs. Joan McDonald,
11 Albion St., Apt. 1,
BELLEVILLE, Ont. K8N 3R8
(613) 966-7546

BRANT DISTRICT

*Miss Lorie Loose,
14 Kensington Avenue,
BRANTFORD, Ont. N3R 3N7
(519) 753-3002

HALTON-PEEL

*Mrs. Pat Rowan,
70 Lorraine Crescent,
BRAMALEA, Ont.
(416) 453-9021

HAMILTON

*Ms. Judy Robertson, C.D.A.
57 Barons Avenue North,
HAMILTON, Ont. L8H 5A5
(416) 549-6711

KAWARTHA & DISTRICT

*Mrs. Phil Childs, P.D.A.
R.R. #2,
CAMERON, Ont. K0M 1G0
(705) 887-6472

KINGSTON

*Ms. Diane Pike, P.D.A.
30 Peden Blvd.,
BROCKVILLE, Ont.
(613) 342-2170

LONDON

*Miss Helen Crowe, C.D.A.
404 Regent St.,
LONDON, Ont. N5Y 4G9
(519) 434-1543

NIAGARA DISTRICT

*Mrs. Anne Montgomery,
636 Clare Avenue North,
WELLAND, Ont. L3C 3C1
(416) 734-3074

OTTAWA

*Mrs. Ebbie Ferguson, P.D.A.
21 Rebecca Crescent,
OTTAWA, Ont. K1J 6B8
(613) 745-0548

SARNIA

Mrs. Elsie Gallop, C.D.A.
801 - 125 S. College Street,
SARNIA, Ont. N7T 2Z5
(519) 336-8456

SIMCOE COUNTY

*Mrs. A. de Crombrughe, C.D.A.
319 King St. N., Box 1136,
ALLISTON, Ont. L0M 1A0
(705) 435-5167

SUDBURY

*Mrs. Christine Dow, C.D.A.
1262 Wedgewood Drive,
SUDBURY, Ont. P3A 3E2
(705) 566-0440

THUNDER BAY

*Mrs. Esther Reith, C.D.A.
335 Sillesdale Crescent,
THUNDER BAY, Ont. P7C 1S7
(807) 577-1297

EMPLOYER

Dr. J. F. Letersky,
247 John Street,
BELLEVILLE, Ont.
(613) 966-1391

Dr. Gary Valcheff,
241 Dunsdon Street,
BRANTFORD, Ont. N3R 3C8
(519) 759-0010

Dr. M. Perlmutter,
40 Peel Centre Drive,
BRAMALEA, Ont. L6T 4B4
(416) 791-1697

Dr. R. G. Smith,
1451 Main Street East,
HAMILTON, Ont. L8K 1C4
(416) 544-2421

Haliburton, Kawartha,
Pine Ridge District Health Unit,
LINDSAY, Ont. K9V 4S5
(705) 324-3569

Leeds and Grenville
Health Unit,
BROCKVILLE, Ont.
(613) 345-5685

Dr. R. A. Begg,
5 - 460 Berkshire Drive,
LONDON, Ont. N6J 3S1
(519) 471-5640

Dr. A. Palencar,
Ste. 103, Pen Centre
ST. CATHARINES, Ont. L2T 2K9
(416) 684-5226

National Defense Headquarters
(Dental Div.), 100 Gloucester St.,
OTTAWA, Ont. K2P 0A4
(613) 993-2340

*Dr. M. Pearlman,
194 George Street,
SARNIA, Ont. N7T 4N7
(519) 344-2721

Dr. W. B. Hudgins,
50 Church St. S., Box 997,
ALLISTON, Ont. L0M 1A0
(705) 435-7963

Cambrian College Dental Clinic
1400 Barrydowne Road,
SUDBURY, Ont. P3A 3V4
(705) 566-8101, Ext. 439 or 366

Dr. W.C. McComb,
204 - 73 N. Cumberland St.,
THUNDER BAY, Ont. P7A 4L8
(807) 623-0616 (Tues. & Thurs.)
(807) 344-1341

TORONTO

*Miss Elizabeth Anderson, C.D.A.
111 Davisville Ave., #612,
TORONTO, Ont. M4S 1G5
(416) 481-5918

WATERLOO-WELLINGTON

*Ms. Sue Solomon,
100 Scott Road,
HESPELER, Ont. N3C 2X7
(519) 658-4729

WINDSOR

*Miss Lynn Morris, C.D.A.
1217 Harrison Avenue,
WINDSOR, Ont. N9C 3J4
(519) 256-9502

Dr. H. Ross,
304 - 333 Wilson Avenue,
DOWNSVIEW, Ont. M3H 1T2
(416) 635-5894

Cambridge Dental Clinic,
658 King Street East,
PRESTON, Ont. N3H 3N6
(519) 653-3181

Dr. M. Piercell,
700 Tecumseh Road East,
WINDSOR, Ont. N8X 4T2
(519) 258-1231

ACCREDITATION DIVISION

BOARD OF GOVERNORS

CHAIRPERSON

Miss Margaret L. Deichert, C.D.A.
402 - 250 Frederick St.,
KITCHENER, Ont. N2H 2N1
(519) 576-7761

VICE-CHAIRPERSON

Mrs. Patricia A. Miller, C.D.A.
202 - 155 Gardenwood Drive,
LONDON, Ont. N6J 4C4
(519) 472-0108

O.D.N. & A.A. PRESIDENT/EX-OFFICIO MEMBER

*Miss Patricia Howes, C.D.A.
2408 - 70 Park St. E.,
MISSISSAUGA, Ont. L5C 1M5
(416) 274-4392

*Mrs. Esther Reith, C.D.A.
335 Sillesdale Crescent,
THUNDER BAY, Ont. P7C 1S7
(807) 577-1297

Sarnia Rep.

Mrs. Elsie Gallop, C.D.A.
125 S. College Avenue,
SARNIA, Ont. N7T 2Z5
(519) 336-8456

Windsor Rep.

*Miss Lynn Morris, C.D.A.
1217 Harrison Avenue,
WINDSOR, Ont. N9C 3J4
(519) 256-9502

*Miss Elizabeth Anderson, C.D.A.
111 Davisville Ave., #612,
TORONTO, Ont. M4S 1G5
(416) 481-5918

TREASURER/EXECUTIVE DIRECTOR

Mrs. Ann Phippen,
406 - 345 Dixon Road,
WESTON, Ont. M9R 1S6
(416) 245-6129
(Mon., Tues. & Thurs., 9:00 a.m. - 3:30 p.m.)

CAPS

Mrs. Mary Sandziuk,
P.O. Box 1381,
NORTH BAY, Ont. P1B 8K5
(705) 472-3245

AFFILIATE REPRESENTATIVES

BAY OF QUINTE

*Mrs. Freda Way, C.D.A.
32 Ritchie Avenue,
BELLEVILLE, Ont. K8P 3VP
(613) 962-6145

EMPLOYERS

*Dr. D. A. Messersmith,
21 Weber St. West,
KITCHENER, Ont. N2H 3Y9
(519) 742-0284

*Dr. J. A. Guest,
287 Queens Avenue,
LONDON, Ont. N6B 1X2
(519) 432-6104

Dr. H. M. Glickman,
3429 Fieldgate Drive,
MISSISSAUGA, Ont. L4X 2J4
(416) 625-0308

Dr. W. C. McComb,
204 - 73 N. Cumberland St.,
THUNDER BAY, Ont. P7A 4L8
(807) 344-1341
(807) 623-0616 (Tues. & Thurs.)

*Dr. M. Pearlman,
194 George Street,
SARNIA, Ont. N7T 4N7
(519) 344-2721

Dr. M. Piercell,
700 Tecumseh Road East,
WINDSOR, Ont. N8X 4T2
(519) 258-1231

Dr. H. Ross,
304 - 333 Wilson Avenue,
DOWNSVIEW, Ont. M3H 1T2
(416) 635-5894

Bus. (705) 474-1200, Ext. 171

EMPLOYERS

Dr. H. A. Elliott,
249 John Street,
BELLEVILLE, Ont.
(613) 962-5152

BRANT DISTRICT

*Miss Deborah Ball, C.D.A.
191 Lisgar Avenue, Apt. 305,
TILLSONBURG, Ont. N4G 3L5
(519) 842-8529

HALTON-PEEL

*Mrs. Millie Thomson, P.D.A.
65 Hammond Road,
STREETSVILLE, Ont. L5M 2A1
(416) 826-2587

HAMILTON

*Ms. Judy Robertson, C.D.A.
57 Barons Ave. N.,
HAMILTON, Ont. L8H 5A5
(416) 549-6711

KAWARTHA DISTRICT

*Mrs. Gayle Golden, C.D.A.
14 Mary Knoll Avenue,
LINDSAY, Ont. K9V 1A8
(705) 324-7368

KINGSTON

*Ms. Diane Pike, P.D.A.
30 Peden Blvd.,
BROCKVILLE, Ont.
(613) 342-2170

LONDON

*Ms. Billie Atkinson, P.D.A.
6 Wenlock Crescent,
LONDON, Ont. N6G 3B6
(519) 471-2981

NIAGARA DISTRICT

*Mrs. Patricia Jones,
6116 Strohan Street,
NIAGARA FALLS, Ont. L2J 3J4
(416) 356-3560

OTTAWA

*Mrs. Kathleen Cockwell, P.D.A.
7 Grangemill Avenue,
OTTAWA, Ont. K2H 7A4
(613) 828-0570

SARNIA

Mrs. Elsie Gallop, C.D.A.
(See Board of Governors)

SIMCOE COUNTY

*Mrs. A. de Crombrughe, C.D.A.
319 King St. N., Box 1136,
ALLISTON, Ont. L0M 1A0
(705) 435-5167

SUDBURY

*Mrs. Christine Dow, C.D.A.
1262 Wedgewood Drive,
SUDBURY, Ont. P3A 3E2
(705) 566-0440

THUNDER BAY

*Mrs. Lola Tait, P.D.A.
441 Heather Crescent,
THUNDER BAY, Ont. P7B 5K8
(807) 623-6947

TORONTO

*Miss Susan Hurn, P.D.A.
81 Shields Ave.,
TORONTO, Ont. M4N 2K3
(416) 481-3976

WATERLOO-WELLINGTON

*Ms. Beth Kennedy, C.D.A.
358 Craigleith Drive,
WATERLOO, Ont. N2L 5B7

WINDSOR

*Ms. Lynn Morris, C.D.A.
(See Board of Governors)

Dr. L. W. Oehm,
170 Rolph Street,
TILLSONBURG, Ont.
(519) 842-4555

Etobicoke Collegiate Institute,
86 Montgomery Rd.,
ISLINGTON, Ont. M9A 3N5
(416) 239-4847

Dr. R. G. Smith,
1451 Main St. East,
HAMILTON, Ont. L8K 1C4
(416) 544-2421

Dr. E. D. Stephenson,
40 Cambridge St. S.,
LINDSAY, Ont. K9V 3B8
(705) 324-6170

Leeds and Grenville
Health Unit,
BROCKVILLE, Ont.
(613) 345-5685

Fanshawe College,
P.O. Box 4005, Terminal C,
LONDON, Ont. N5W 5H1
(519) 452-4221

Dr. John N. Wills,
5414 Victoria Ave.,
NIAGARA FALLS, Ont. L2G 3L1
(416) 354-0833

Dr. George Travis,
1729 Bank Street,
OTTAWA, Ont.
(613) 731-4754

Dr. W. B. Hudgins,
50 Church St. S., Box 997,
ALLISTON, Ont. L0M 1A0
(705) 435-7963

Cambrian College Dental Clinic,
1400 Barrydowne Road,
SUDBURY, Ont. P3A 3V4
(705) 566-8101, Ext. 439 or 366

Ministry of Health,
Dental Clinic,
Lakehead Psychiatric Hospital,
THUNDER BAY, Ont.
(807) 344-3571, Ext. 266

Dr. W. L. Kerr,
190 St. George St., #103,
TORONTO, Ont. M5R 2N4
(416) 962-4022

Dr. W. Downer,
22 Water St. S.,
KITCHENER, Ont. N2G 4K4
(519) 743-6011

*Indicates preferred mailing address.

